

# Archisurance: Scenario 2

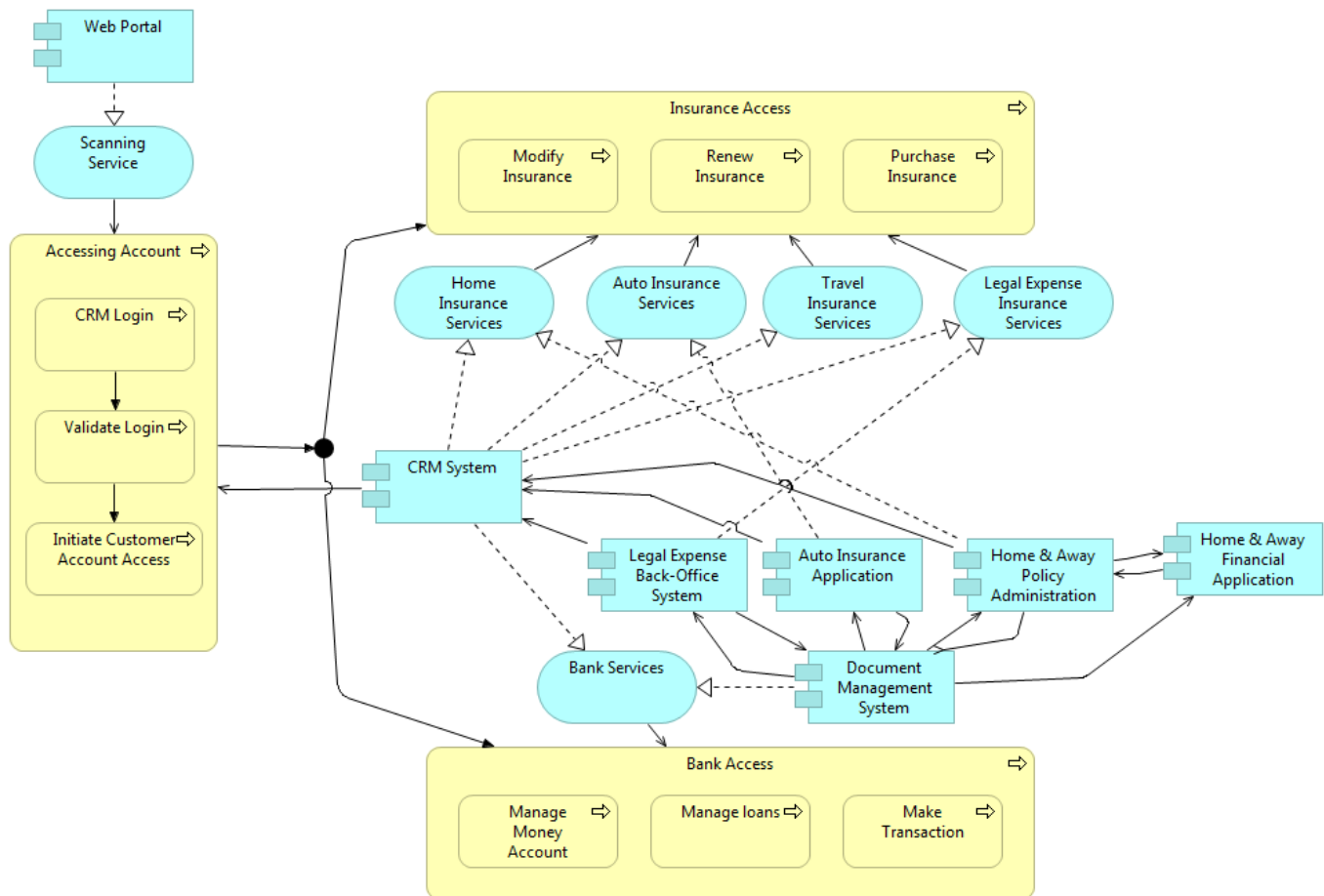
5 May 2014 15:30:09

**Model Name**

Assignment08

# Application Usage -- Account Access

*Application Usage viewpoint*

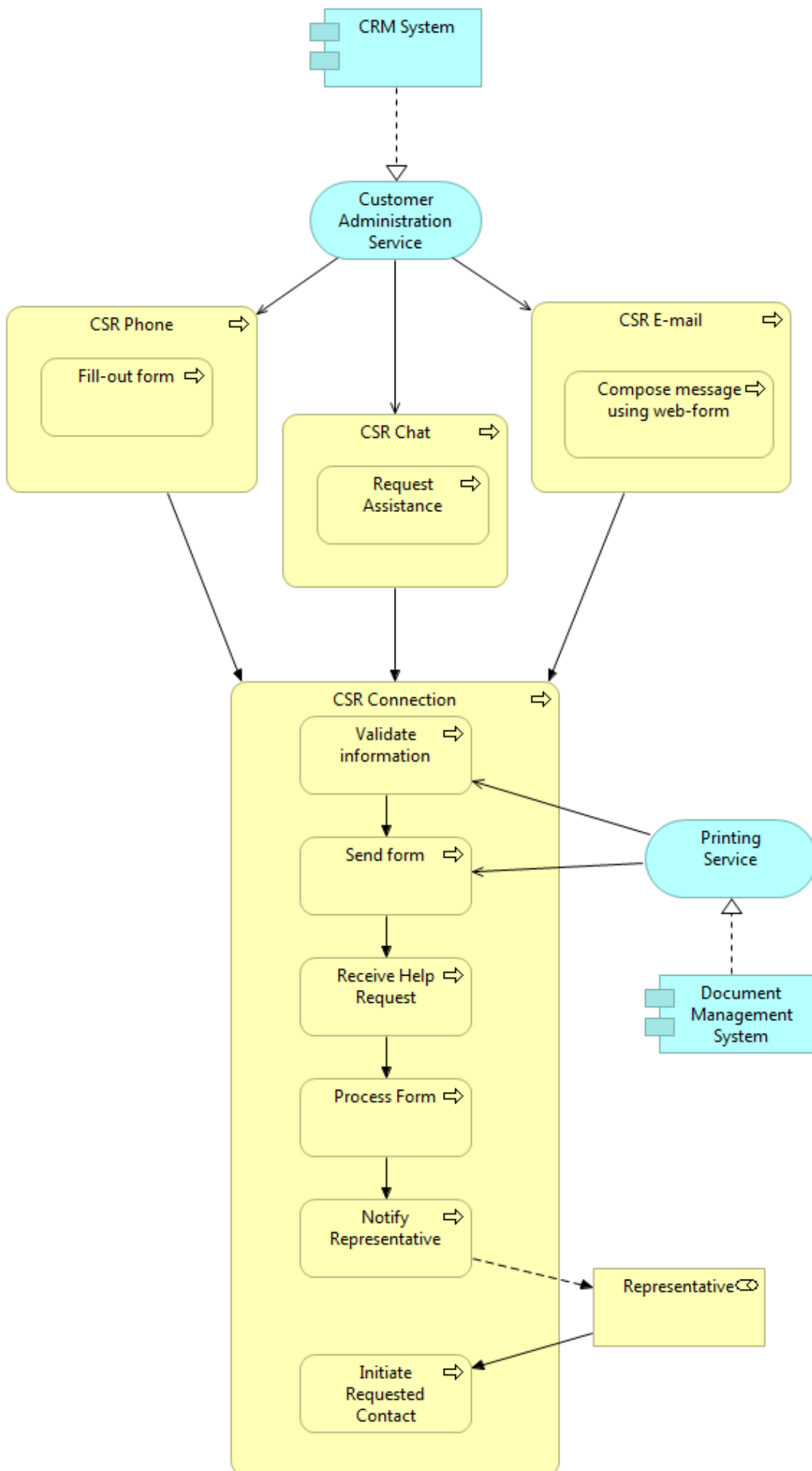


## Elements

Element	Type
Accessing Account	Business Process
Auto Insurance Application	Application Component
Auto Insurance Services	Application Service
Bank Access	Business Process
Bank Services	Application Service
CRM Login	Business Process
CRM System	Application Component
Document Management System	Application Component
Home & Away Financial Application	Application Component
Home & Away Policy Administration	Application Component
Home Insurance Services	Application Service
Initiate Customer Account Access	Business Process
Insurance Access	Business Process
Junction	Junction
Legal Expense Back-Office System	Application Component
Legal Expense Insurance Services	Application Service
Make Transaction	Business Process
Manage loans	Business Process
Manage Money Account (copy)	Business Process
Modify Insurance	Business Process
Purchase Insurance	Business Process
Renew Insurance	Business Process
Scanning Service	Application Service
Travel Insurance Services	Application Service
Validate Login	Business Process
Web Portal	Application Component

# **Application Usage -- CSR**

*Application Usage viewpoint*

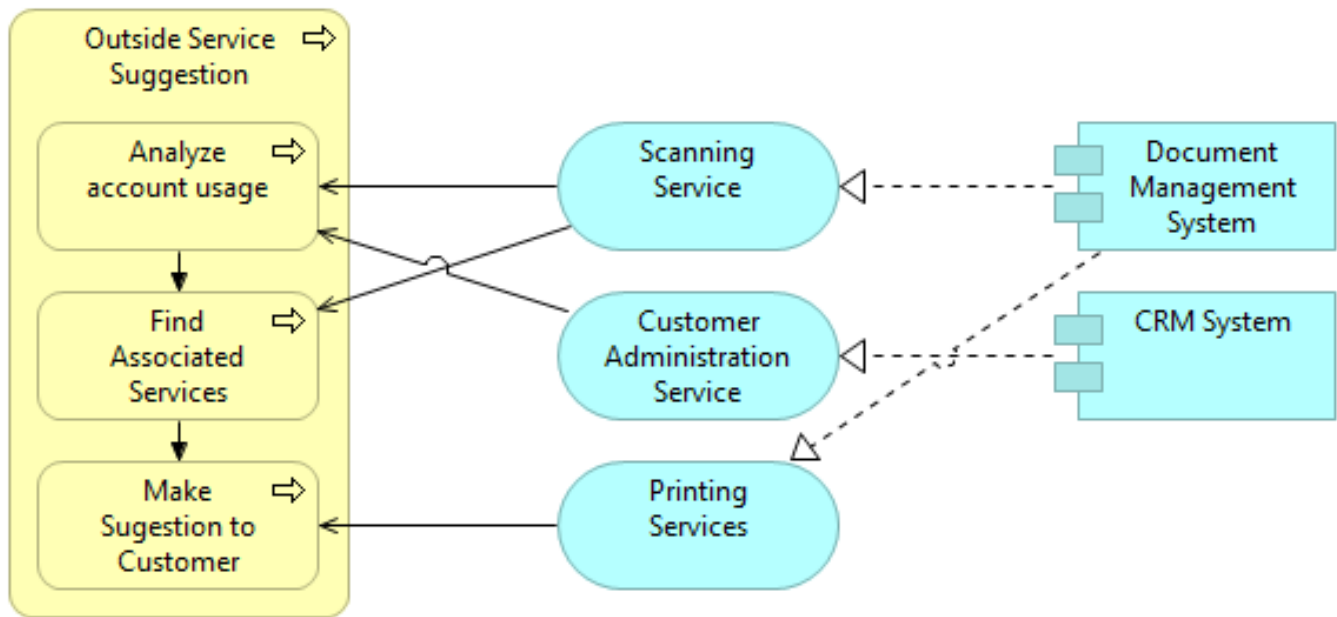


## Elements

Element	Type
<b>Compose message using web-form</b>	Business Process
<b>CRM System</b>	Application Component
<b>CSR Chat</b>	Business Process
<b>CSR Connection</b>	Business Process
<b>CSR E-mail</b>	Business Process
<b>CSR Phone</b>	Business Process
<b>Customer Administration Service</b>	Application Service
<b>Document Management System</b>	Application Component
<b>Fill-out form</b>	Business Process
<b>Initiate Requested Contact</b>	Business Process
<b>Notify Representative</b>	Business Process
<b>Printing Service</b>	Application Service
<b>Process Form</b>	Business Process
<b>Receive Help Request</b>	Business Process
<b>Representative</b>	Business Role
<b>Request Assistance</b>	Business Process
<b>Send form</b>	Business Process
<b>Validate information</b>	Business Process

# Application Usage -- Product Suggestion

*Application Usage viewpoint*

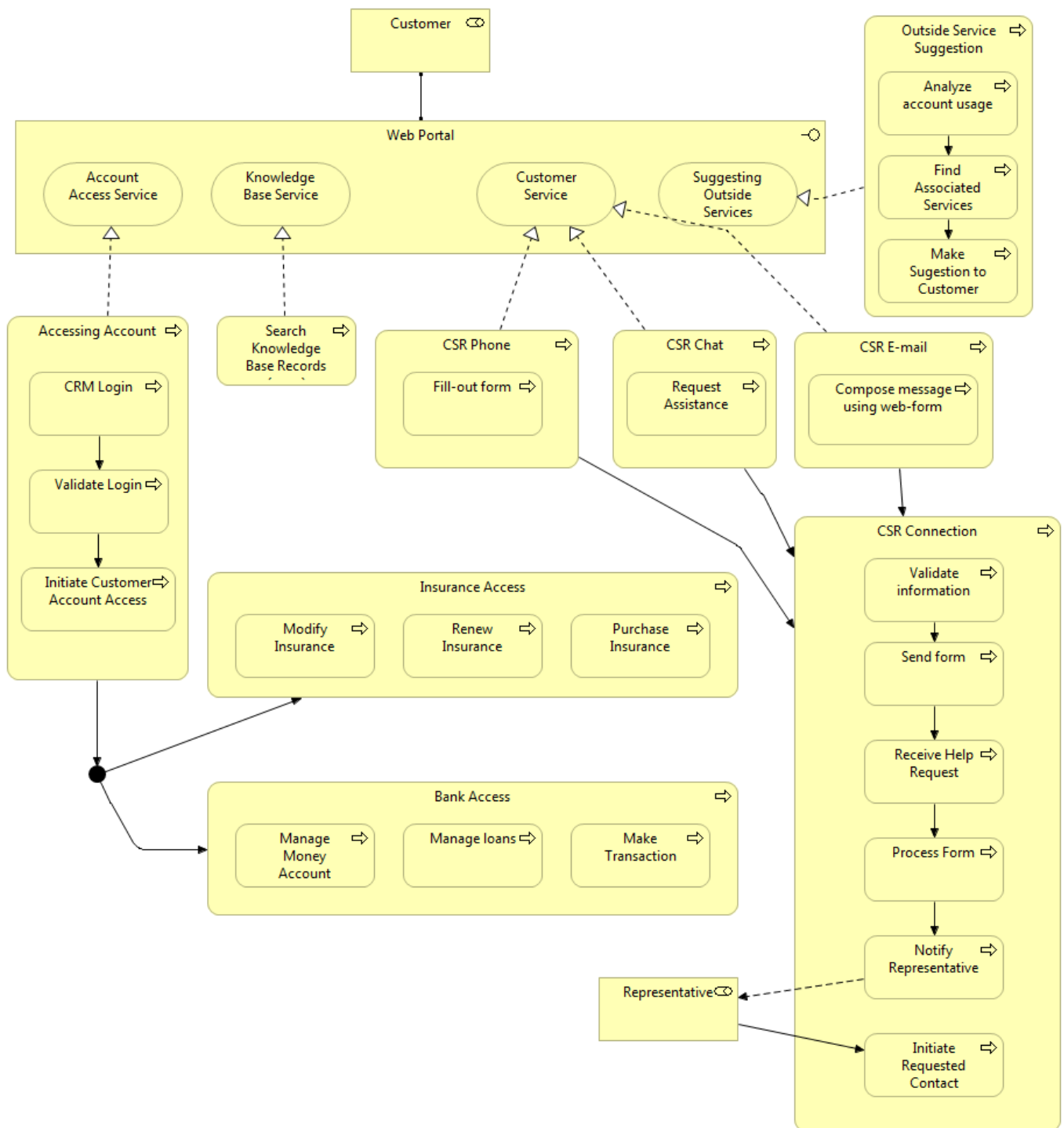


## Elements

Element	Type
Analyze account usage	Business Process
CRM System	Application Component
Customer Administration Service	Application Service
Document Management System	Application Component
Find Associated Services	Business Process
Make Sugestion to Customer (copy)	Business Process
Outside Service Suggestion	Business Process
Printing Services	Application Service
Scanning Service	Application Service

# Business Process

*Business Process viewpoint*



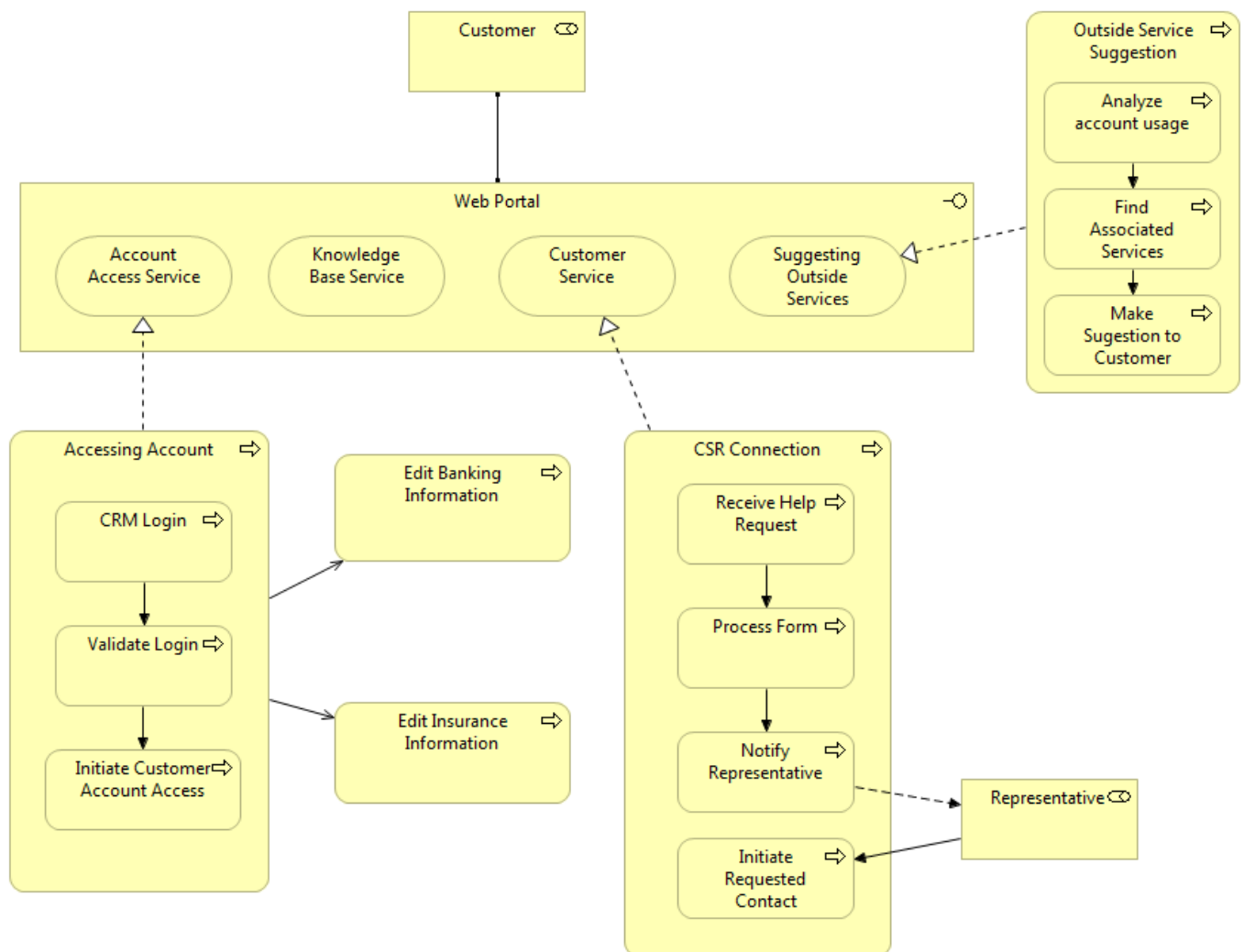


## Elements

Element	Type
Accessing Account	Business Process
Account Access Service	Business Service
Analyze account usage	Business Process
Bank Access	Business Process
Compose message using web-form	Business Process
CRM Login	Business Process
CSR Chat	Business Process
CSR Connection	Business Process
CSR E-mail	Business Process
CSR Phone	Business Process
Customer	Business Role
Customer Service	Business Service
Fill-out form	Business Process
Find Associated Services	Business Process
Initiate Customer Account Access	Business Process
Initiate Requested Contact	Business Process
Insurance Access	Business Process
Junction (copy)	Junction
Knowledge Base Service	Business Service
Make Sugestion to Customer (copy)	Business Process
Make Transaction	Business Process
Manage loans	Business Process
Manage Money Account (copy)	Business Process
Modify Insurance	Business Process
Notify Representative	Business Process
Outside Service Suggestion	Business Process
Process Form	Business Process
Purchase Insurance	Business Process
Receive Help Request	Business Process
Renew Insurance	Business Process
Representative	Business Role
Request Assistance	Business Process
Search Knowledge Base Records (copy)	Business Process
Send form	Business Process
Suggesting Outside Services	Business Service
Validate information	Business Process
Validate Login	Business Process
Web Portal	Business Interface

# Business Process -- Condensed

*Business Process viewpoint*

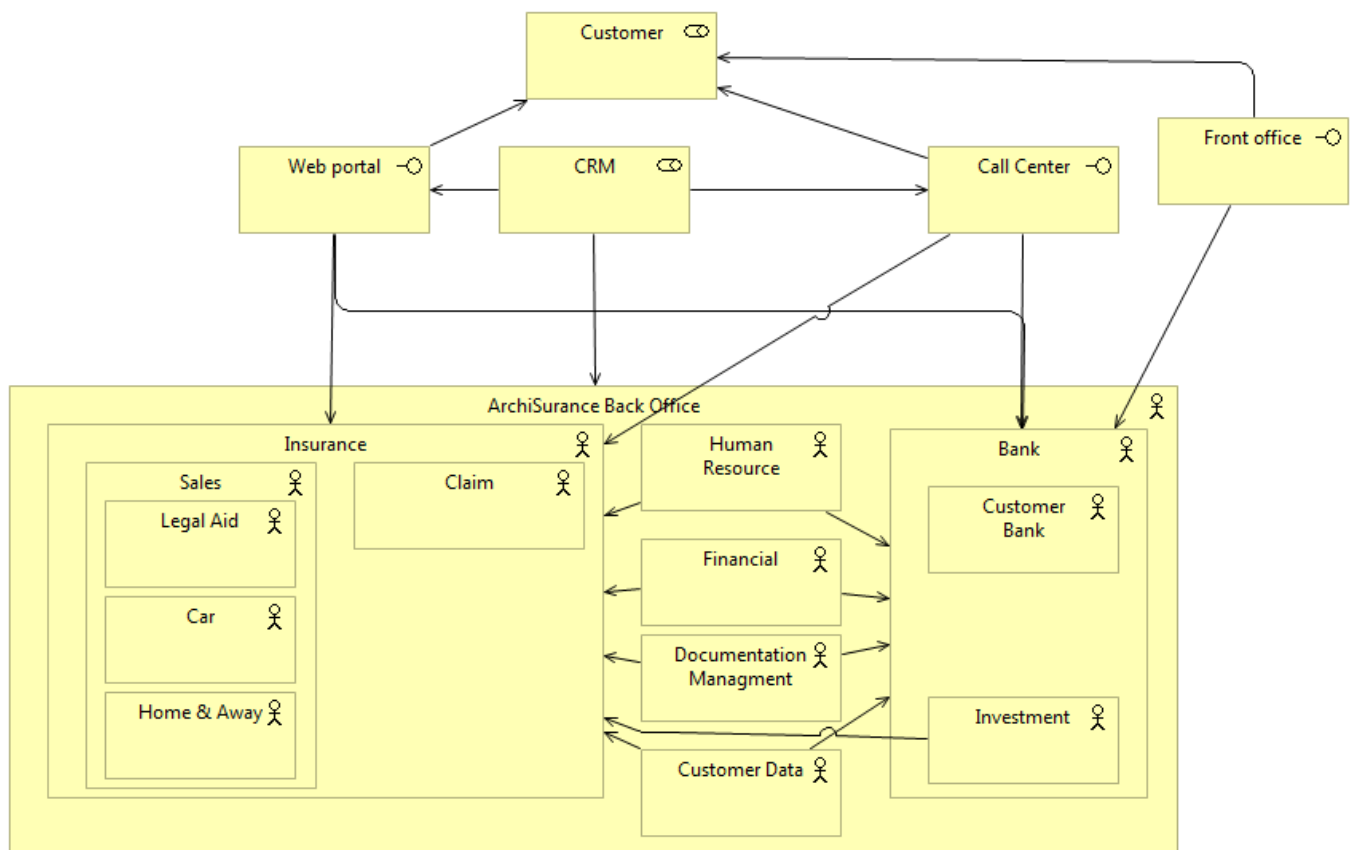


## Elements

Element	Type
Accessing Account	Business Process
Account Access Service	Business Service
Analyze account usage	Business Process
CRM Login	Business Process
CSR Connection	Business Process
Customer	Business Role
Customer Service	Business Service
Edit Banking Information	Business Process
Edit Insurance Information	Business Process
Find Associated Services	Business Process
Initiate Customer Account Access	Business Process
Initiate Requested Contact	Business Process
Knowledge Base Service	Business Service
Make Sugestion to Customer (copy)	Business Process
Notify Representative	Business Process
Outside Service Suggestion	Business Process
Process Form	Business Process
Receive Help Request	Business Process
Representative	Business Role
Suggesting Outside Services	Business Service
Validate Login	Business Process
Web Portal	Business Interface

# Organization

Organisation viewpoint



## Elements

Element	Type
<b>ArchiSurance Back Office</b>	Business Actor
<b>Bank</b>	Business Actor
<b>Call Center</b>	Business Interface
<b>Car</b>	Business Actor
<b>Claim</b>	Business Actor
<b>CRM</b>	Business Role
<b>Customer</b>	Business Role
<b>Customer Bank</b>	Business Actor
<b>Customer Data</b>	Business Actor
<b>Documentation Managment</b>	Business Actor
<b>Financial</b>	Business Actor
<b>Front office</b>	Business Interface
<b>Home &amp; Away</b>	Business Actor
<b>Human Resource</b>	Business Actor
<b>Insurance</b>	Business Actor
<b>Investment</b>	Business Actor
<b>Legal Aid</b>	Business Actor
<b>Sales</b>	Business Actor
<b>Web portal</b>	Business Interface

# Business Actors

## ArchiSurance Back Office

Business Actor

## Bank

Business Actor

## Business Role

Business Role

## Call Center

Business Interface

## Car

Business Actor

## Claim

Business Actor

## CRM

Business Role

## Customer

Business Role

## Customer

Business Role

## Customer

Business Role

## Customer

Business Role

## Customer Bank

Business Actor

## Customer Data

Business Actor

**Documentation Managment**

*Business Actor*

**Financial**

*Business Actor*

**Front office**

*Business Interface*

**Home & Away**

*Business Actor*

**Human Resource**

*Business Actor*

**Insurance**

*Business Actor*

**Investment**

*Business Actor*

**Legal Aid**

*Business Actor*

**Representative**

*Business Role*

**Representative**

*Business Role*

**Representative**

*Business Role*

**Sales**

*Business Actor*

**Web portal**

*Business Interface*

**Web Portal**

*Business Interface*

**Web Portal**

*Business Interface*

---

**Webportal**

*Business Interface*

---

**Business Functions**

**Business Function**

*Business Function*

---

# Business Information

## Business Object

*Business Object*

---



# Business Processes

## Accessing Account

*Business Process*

## Accessing Account

*Business Process*

## Accessing Account

*Business Process*

## Analyze account usage

*Business Process*

## Analyze account usage

*Business Process*

## Analyze account usage

*Business Process*

## Bank Access

*Business Process*

## Business Event

*Business Event*

## Business Process

*Business Process*

## Compose message using web-form

*Business Process*

## Compose message using web-form

*Business Process*

## CRM Login

*Business Process*

## CRM Login

*Business Process*

**CRM Login**

*Business Process*

---

**CSR Chat**

*Business Process*

---

**CSR Chat**

*Business Process*

---

**CSR Connection**

*Business Process*

---

**CSR Connection**

*Business Process*

---

**CSR Connection**

*Business Process*

---

**CSR Connection**

*Business Process*

---

**CSR E-mail**

*Business Process*

---

**CSR E-mail**

*Business Process*

---

**CSR Phone**

*Business Process*

---

**CSR Phone**

*Business Process*

---

**Edit Banking Information**

*Business Process*

---

**Edit Insurance Information**

*Business Process*

---

**Fill-out form**

*Business Process*

---

**Fill-out form**

*Business Process*

**Find Associated Services**

*Business Process*

**Find Associated Services**

*Business Process*

**Find Associated Services**

*Business Process*

**Handle Claim**

*Business Process*

**Initiate Customer Account Access**

*Business Process*

**Initiate Customer Account Access**

*Business Process*

**Initiate Customer Account Access**

*Business Process*

**Initiate Requested Contact**

*Business Process*

**Initiate Requested Contact**

*Business Process*

**Initiate Requested Contact**

*Business Process*

**Insurance Access**

*Business Process*

**Make Sugestion to Customer (copy)**

*Business Process*

**Make Sugestion to Customer (copy)**

*Business Process*

**Make Sugestion to Customer (copy)**

*Business Process*

**Make Transaction**

*Business Process*

**Manage loans**

*Business Process*

**Manage Money Account (copy)**

*Business Process*

**Modify Insurance**

*Business Process*

**Modify Insurance**

*Business Process*

**Notify Representative**

*Business Process*

**Notify Representative**

*Business Process*

**Notify Representative**

*Business Process*

**Notify Representative**

*Business Process*

**Outside Service Suggestion**

*Business Process*

**Outside Service Suggestion**

*Business Process*

**Outside Service Suggestion**

*Business Process*

**Process Form**

*Business Process*

**Process Form**

*Business Process*

**Purchase Insurance**

*Business Process*

**Purchase Insurance**

*Business Process*

**Receive Help Request**

*Business Process*

**Receive Help Request**

*Business Process*

**Receive Help Request**

*Business Process*

**Receive Help Request**

*Business Process*

**Renew Insurance**

*Business Process*

**Renew Insurance**

*Business Process*

**Request Assistance**

*Business Process*

**Request Assistance**

*Business Process*

**Search Knowledge Base Records (copy)**

*Business Process*

**Send form**

*Business Process*

**Send form**

*Business Process*

**Send form**

*Business Process*

**Send form**

*Business Process*

**Validate information**

*Business Process*

**Validate information**

*Business Process*

**Validate information**

*Business Process*

**Validate information**

*Business Process*

**Validate Login**

*Business Process*

**Validate Login**

*Business Process*

**Validate Login**

*Business Process*

**Business Products**

**Account Access Service**

*Business Service*

**Account Access Service**

*Business Service*

**Account Access Service**

*Business Service*

**Archisurance Options**

*Business Service*

**Auto Insurance Services**

*Business Service*

**Customer Service**

*Business Service*

**Customer Service**

*Business Service*

**Customer Service**

*Business Service*

**FAQ Service**

*Business Service*

**Home Insurance Services**

*Business Service*

**Knowledge Base Service**

*Business Service*

**Knowledge Base Service**

*Business Service*

**Legal Expense Insurance Services**

*Business Service*

**Suggesting Outside Services**

*Business Service*

**Suggesting Outside Services**

*Business Service*

**Suggesting Outside Services**

*Business Service*

**Travel Insurance Services**

*Business Service*

# Applications

## Application Component

---

*Application Component*

## Application Component

---

*Application Component*

## Application Interface

---

*Application Interface*

## Application Service

---

*Application Service*

## Auto Insurance Application

---

*Application Component*

## Auto Insurance Services

---

*Application Service*

## Bank Services

---

*Application Service*

## CRM System

---

*Application Component*

## CRM System

---

*Application Component*

## CRM System

---

*Application Component*

## Customer Administration Service

---

*Application Service*

## Customer Administration Service

---

*Application Service*

## Document Management System

---

*Application Component*



**Document Management System**

*Application Component*

**Document Management System**

*Application Component*

**Home & Away Financial Application**

*Application Component*

**Home & Away Policy Administration**

*Application Component*

**Home Insurance Services**

*Application Service*

**Insurance Services**

*Application Service*

**Legal Expense Back-Office System**

*Application Component*

**Legal Expense Insurance Services**

*Application Service*

**Printing Service**

*Application Service*

**Printing Services**

*Application Service*

**Scanning Service**

*Application Service*

**Scanning Service**

*Application Service*

**Scanning Service**

*Application Service*

**Travel Insurance Services**

*Application Service*

**Web Portal**

*Application Component*

---

**Application Data**

**Data Object**

*Data Object*

---

# Connectors

## Junction

---

*Junction*

## Junction (copy)

---

*Junction*

# Relations

## Realisation relation

---

*Realisation relation*

*Source: CSR Chat*  
*Target: Customer Service*

## Triggering relation

---

*Triggering relation*

*Source: Receive Help Request*  
*Target: Notify Representative*

## Triggering relation

---

*Triggering relation*

*Source: Compose message using web-form*  
*Target: Validate information*

## Triggering relation

---

*Triggering relation*

*Source: Accessing Account*  
*Target: Purchase Insurance*

## Triggering relation

---

*Triggering relation*

*Source: CSR E-mail*  
*Target: CSR Connection*

## Triggering relation

---

*Triggering relation*

*Source: Accessing Account*  
*Target: Renew Insurance*

## Triggering relation

---

*Triggering relation*

*Source: Validate Login*  
*Target: Initiate Customer Account Access*

## Realisation relation

---

*Realisation relation*

*Source: Purchase Insurance*  
*Target: Archinsurance Options*

## **Realisation relation**

---

*Realisation relation*

*Source: Accessing Account*

*Target: Account Access Service*

## **Triggering relation**

---

*Triggering relation*

*Source: Fill-out form*

*Target: Validate information*

## **Triggering relation**

---

*Triggering relation*

*Source: CSR Chat*

*Target: CSR Connection*

## **Triggering relation**

---

*Triggering relation*

*Source: Analyze account usage*

*Target: Find Associated Services*

## **Realisation relation**

---

*Realisation relation*

*Source: CSR E-mail*

*Target: Customer Service*

## **Triggering relation**

---

*Triggering relation*

*Source: Validate information*

*Target: Send form*

## **Triggering relation**

---

*Triggering relation*

*Source: Representative*

*Target: Initiate Requested Contact*

## **Triggering relation**

---

*Triggering relation*

*Source: CRM Login*

*Target: Validate Login*

## **Assignment relation**

---

*Assignment relation*

Source: Customer  
Target: Webportal

## **Realisation relation**

---

Realisation relation

Source: CSR Phone  
Target: Customer Service

## **Flow relation**

---

Flow relation

Source: Notify Representative  
Target: Representative

## **Triggering relation**

---

Triggering relation

Source: Accessing Account  
Target: Modify Insurance

## **Triggering relation**

---

Triggering relation

Source: Find Associated Services  
Target: Make Sugestion to Customer (copy)

## **Triggering relation**

---

Triggering relation

Source: Validate information  
Target: Send form

## **Realisation relation**

---

Realisation relation

Source: Modify Insurance  
Target: Archisurance Options

## **Realisation relation**

---

Realisation relation

Source: Outside Service Suggestion  
Target: Suggesting Outside Services

## **Realisation relation**

---

Realisation relation

Source: Renew Insurance  
Target: Archisurance Options

## Triggering relation

---

*Triggering relation*

*Source: CSR Phone*

*Target: CSR Connection*

## Used By relation

---

*Used By relation*

*Source: Customer Data*

*Target: Bank*

## Used By relation

---

*Used By relation*

*Source: Human Resource*

*Target: Bank*

## Used By relation

---

*Used By relation*

*Source: Documentation Managment*

*Target: Insurance*

## Used By relation

---

*Used By relation*

*Source: Front office*

*Target: Bank*

## Used By relation

---

*Used By relation*

*Source: Front office*

*Target: Customer*

## Used By relation

---

*Used By relation*

*Source: Investment*

*Target: Insurance*

## Used By relation

---

*Used By relation*

*Source: Call Center*

*Target: Customer*

**Composition relation**

*Composition relation*

*Source: Insurance*  
*Target: Sales*

**Composition relation**

*Composition relation*

*Source: Sales*  
*Target: Home & Away*

**Composition relation**

*Composition relation*

*Source: ArchiSurance Back Office*  
*Target: Bank*

**Used By relation**

*Used By relation*

*Source: Financial*  
*Target: Bank*

**Composition relation**

*Composition relation*

*Source: Sales*  
*Target: Car*

**Used By relation**

*Used By relation*

*Source: Call Center*  
*Target: Insurance*

**Used By relation**

*Used By relation*

*Source: CRM*  
*Target: Call Center*

**Used By relation**

*Used By relation*

*Source: Web portal*  
*Target: Bank*

**Used By relation**

*Used By relation*



*Source: Web portal*

*Target: Customer*

## **Used By relation**

---

*Used By relation*

*Source: Customer Data*

*Target: Insurance*

## **Used By relation**

---

*Used By relation*

*Source: Financial*

*Target: Insurance*

## **Used By relation**

---

*Used By relation*

*Source: Human Resource*

*Target: Insurance*

## **Used By relation**

---

*Used By relation*

*Source: Web portal*

*Target: Insurance*

## **Used By relation**

---

*Used By relation*

*Source: Documentation Managment*

*Target: Bank*

## **Used By relation**

---

*Used By relation*

*Source: CRM*

*Target: Web portal*

## **Used By relation**

---

*Used By relation*

*Source: Call Center*

*Target: Bank*

## **Used By relation**

---

*Used By relation*

*Source: CRM*

*Target: ArchiSurance Back Office*

## Triggering relation

---

*Triggering relation*

*Source: CRM Login*

*Target: Validate Login*

## Triggering relation

---

*Triggering relation*

*Source: Representative*

*Target: Initiate Requested Contact*

## Used By relation

---

*Used By relation*

*Source: Accessing Account*

*Target: Edit Banking Information*

## Realisation relation

---

*Realisation relation*

*Source: Accessing Account*

*Target: Account Access Service*

## Triggering relation

---

*Triggering relation*

*Source: Receive Help Request*

*Target: Notify Representative*

## Realisation relation

---

*Realisation relation*

*Source: CSR Connection*

*Target: Customer Service*

## Assignment relation

---

*Assignment relation*

*Source: Customer*

*Target: Web Portal*

## Flow relation

---

*Flow relation*

*Source: Notify Representative*

*Target: Representative*

**Used By relation**

*Used By relation*

*Source: Accessing Account*  
*Target: Edit Insurance Information*

**Triggering relation**

*Triggering relation*

*Source: Find Associated Services*  
*Target: Make Sugestion to Customer (copy)*

**Triggering relation**

*Triggering relation*

*Source: Analyze account usage*  
*Target: Find Associated Services*

**Triggering relation**

*Triggering relation*

*Source: Validate Login*  
*Target: Initiate Customer Account Access*

**Realisation relation**

*Realisation relation*

*Source: Outside Service Suggestion*  
*Target: Suggesting Outside Services*

**Flow relation**

*Flow relation*

*Source: Notify Representative*  
*Target: Representative*

**Triggering relation**

*Triggering relation*

*Source: Junction (copy)*  
*Target: Insurance Access*

**Triggering relation**

*Triggering relation*

*Source: Validate information*  
*Target: Send form*

**Triggering relation**

*Triggering relation*

*Source: Accessing Account*

*Target: Junction (copy)*

## **Triggering relation**

---

*Triggering relation*

*Source: Find Associated Services*

*Target: Make Sugestion to Customer (copy)*

## **Triggering relation**

---

*Triggering relation*

*Source: Junction (copy)*

*Target: Bank Access*

## **Triggering relation**

---

*Triggering relation*

*Source: CSR Phone*

*Target: CSR Connection*

## **Triggering relation**

---

*Triggering relation*

*Source: Compose message using web-form*

*Target: Validate information*

## **Triggering relation**

---

*Triggering relation*

*Source: CSR E-mail*

*Target: CSR Connection*

## **Triggering relation**

---

*Triggering relation*

*Source: Analyze account usage*

*Target: Find Associated Services*

## **Realisation relation**

---

*Realisation relation*

*Source: CSR Phone*

*Target: Customer Service*

## **Assignment relation**

---

*Assignment relation*

*Source: Customer*

*Target: Web Portal*

## Triggering relation

---

*Triggering relation*

*Source: CSR Chat*

*Target: CSR Connection*

## Realisation relation

---

*Realisation relation*

*Source: CSR E-mail*

*Target: Customer Service*

## Realisation relation

---

*Realisation relation*

*Source: Outside Service Suggestion*

*Target: Suggesting Outside Services*

## Realisation relation

---

*Realisation relation*

*Source: Search Knowledge Base Records (copy)*

*Target: Knowledge Base Service*

## Triggering relation

---

*Triggering relation*

*Source: CRM Login*

*Target: Validate Login*

## Triggering relation

---

*Triggering relation*

*Source: Receive Help Request*

*Target: Notify Representative*

## Triggering relation

---

*Triggering relation*

*Source: Validate Login*

*Target: Initiate Customer Account Access*

## Triggering relation

---

*Triggering relation*

*Source: Representative*

*Target: Initiate Requested Contact*

## Triggering relation

---

*Triggering relation*

*Source: Validate information*

*Target: Send form*

## Triggering relation

---

*Triggering relation*

*Source: Fill-out form*

*Target: Validate information*

## Realisation relation

---

*Realisation relation*

*Source: CSR Chat*

*Target: Customer Service*

## Realisation relation

---

*Realisation relation*

*Source: Accessing Account*

*Target: Account Access Service*

## Triggering relation

---

*Triggering relation*

*Source: Notify Representative*

*Target: Representative*

## Triggering relation

---

*Triggering relation*

*Source: Insurance Access*

*Target: Junction (copy)*

## Triggering relation

---

*Triggering relation*

*Source: Accessing Account*

*Target: Junction*

## Triggering relation

---

*Triggering relation*

*Source: Junction*

*Target: Insurance Access*

## Triggering relation

---

*Triggering relation*

Source: Junction  
Target: Bank Access

## Assignment relation

---

Assignment relation

Source: Web Portal  
Target: Accessing Account

## Used By relation

---

Used By relation

Source: Insurance Services  
Target: Insurance Access

## Composition relation

---

Composition relation

Source: Insurance Services  
Target: Home Insurance Services

## Composition relation

---

Composition relation

Source: Insurance Services  
Target: Auto Insurance Services

## Composition relation

---

Composition relation

Source: Insurance Services  
Target: Travel Insurance Services

## Composition relation

---

Composition relation

Source: Insurance Services  
Target: Legal Expense Insurance Services

## Used By relation

---

Used By relation

Source: Home Insurance Services  
Target: Insurance Access

## Used By relation

---

Used By relation

Source: Auto Insurance Services  
Target: Renew Insurance

**Used By relation**

---

*Used By relation*

*Source: Auto Insurance Services*  
*Target: Insurance Access*

**Used By relation**

---

*Used By relation*

*Source: Travel Insurance Services*  
*Target: Insurance Access*

**Used By relation**

---

*Used By relation*

*Source: Legal Expense Insurance Services*  
*Target: Insurance Access*

**Assignment relation**

---

*Assignment relation*

*Source: CRM System*  
*Target: CRM Login*

**Assignment relation**

---

*Assignment relation*

*Source: CRM System*  
*Target: Accessing Account*

**Realisation relation**

---

*Realisation relation*

*Source: CRM System*  
*Target: Home Insurance Services*

**Realisation relation**

---

*Realisation relation*

*Source: CRM System*  
*Target: Auto Insurance Services*

**Realisation relation**

---

*Realisation relation*

*Source: CRM System*  
*Target: Travel Insurance Services*



## **Realisation relation**

---

*Realisation relation*

*Source: CRM System*

*Target: Legal Expense Insurance Services*

## **Realisation relation**

---

*Realisation relation*

*Source: CRM System*

*Target: Bank Services*

## **Used By relation**

---

*Used By relation*

*Source: Bank Services*

*Target: Bank Access*

## **Used By relation**

---

*Used By relation*

*Source: Home & Away Financial Application*

*Target: Home & Away Policy Administration*

## **Used By relation**

---

*Used By relation*

*Source: Home & Away Policy Administration*

*Target: Home & Away Financial Application*

## **Used By relation**

---

*Used By relation*

*Source: Document Management System*

*Target: Legal Expense Back-Office System*

## **Used By relation**

---

*Used By relation*

*Source: Document Management System*

*Target: Home & Away Policy Administration*

## **Used By relation**

---

*Used By relation*

*Source: Document Management System*

*Target: Home & Away Financial Application*

## **Used By relation**

---

*Used By relation*

*Source: Document Management System*

*Target: Auto Insurance Application*

## **Used By relation**

---

*Used By relation*

*Source: Auto Insurance Application*

*Target: Document Management System*

## **Used By relation**

---

*Used By relation*

*Source: Home & Away Policy Administration*

*Target: Document Management System*

## **Used By relation**

---

*Used By relation*

*Source: Legal Expense Back-Office System*

*Target: Document Management System*

## **Realisation relation**

---

*Realisation relation*

*Source: Home & Away Policy Administration*

*Target: Home Insurance Services*

## **Realisation relation**

---

*Realisation relation*

*Source: Legal Expense Back-Office System*

*Target: Legal Expense Insurance Services*

## **Realisation relation**

---

*Realisation relation*

*Source: Auto Insurance Application*

*Target: Auto Insurance Services*

## **Used By relation**

---

*Used By relation*

*Source: CRM System*

*Target: CSR Phone*

## **Used By relation**

---

*Used By relation*

*Source: CRM System*

*Target: CSR Chat*

## Used By relation

---

*Used By relation*

*Source: CRM System*

*Target: CSR E-mail*

## Used By relation

---

*Used By relation*

*Source: CRM System*

*Target: Accessing Account*

## Used By relation

---

*Used By relation*

*Source: Web Portal*

*Target: Accessing Account*

## Used By relation

---

*Used By relation*

*Source: CRM System*

*Target: Customer Administration Service*

## Realisation relation

---

*Realisation relation*

*Source: CRM System*

*Target: Customer Administration Service*

## Used By relation

---

*Used By relation*

*Source: Customer Administration Service*

*Target: CSR Phone*

## Used By relation

---

*Used By relation*

*Source: Customer Administration Service*

*Target: CSR Chat*

## Used By relation

---

*Used By relation*

*Source: Customer Administration Service*

*Target: CSR E-mail*

**Composition relation**

---

*Composition relation*

*Source: CSR Connection*  
*Target: Process Form*

**Triggering relation**

---

*Triggering relation*

*Source: Receive Help Request*  
*Target: Process Form*

**Triggering relation**

---

*Triggering relation*

*Source: Process Form*  
*Target: Notify Representative*

**Composition relation**

---

*Composition relation*

*Source: CSR Connection*  
*Target: Initiate Requested Contact*

**Triggering relation**

---

*Triggering relation*

*Source: Process Form*  
*Target: Notify Representative*

**Triggering relation**

---

*Triggering relation*

*Source: Receive Help Request*  
*Target: Process Form*

**Composition relation**

---

*Composition relation*

*Source: CSR Connection*  
*Target: Initiate Requested Contact*

**Flow relation**

---

*Flow relation*

*Source: Notify Representative*  
*Target: Representative*

**Triggering relation**

---

*Triggering relation*

Source: Representative  
Target: Initiate Requested Contact

## Triggering relation

---

Triggering relation

Source: CSR Phone  
Target: CSR Connection

## Triggering relation

---

Triggering relation

Source: CSR Chat  
Target: CSR Connection

## Triggering relation

---

Triggering relation

Source: CSR E-mail  
Target: CSR Connection

## Flow relation

---

Flow relation

Source: Notify Representative  
Target: Representative

## Triggering relation

---

Triggering relation

Source: CSR Chat  
Target: CSR Connection

## Triggering relation

---

Triggering relation

Source: CSR E-mail  
Target: CSR Connection

## Triggering relation

---

Triggering relation

Source: CSR Phone  
Target: CSR Connection

## Used By relation

---

Used By relation

Source: Scanning Service  
Target: Accessing Account

## Used By relation

---

*Used By relation*

*Source: Scanning Service*

*Target: Accessing Account*

## Realisation relation

---

*Realisation relation*

*Source: Web Portal*

*Target: Scanning Service*

## Used By relation

---

*Used By relation*

*Source: Scanning Service*

*Target: Analyze account usage*

## Used By relation

---

*Used By relation*

*Source: Scanning Service*

*Target: Find Associated Services*

## Used By relation

---

*Used By relation*

*Source: Customer Administration Service*

*Target: Analyze account usage*

## Used By relation

---

*Used By relation*

*Source: Printing Services*

*Target: Make Sugestion to Customer (copy)*

## Realisation relation

---

*Realisation relation*

*Source: CRM System*

*Target: Customer Administration Service*

## Realisation relation

---

*Realisation relation*

*Source: Document Management System*

*Target: Scanning Service*

## **Realisation relation**

---

*Realisation relation*

*Source: Document Management System*

*Target: Printing Services*

## **Used By relation**

---

*Used By relation*

*Source: Printing Service*

*Target: Validate information*

## **Used By relation**

---

*Used By relation*

*Source: Printing Service*

*Target: Send form*

## **Used By relation**

---

*Used By relation*

*Source: Printing Service*

*Target: Validate information*

## **Composition relation**

---

*Composition relation*

*Source: CSR Connection*

*Target: Validate information*

## **Composition relation**

---

*Composition relation*

*Source: CSR Connection*

*Target: Send form*

## **Triggering relation**

---

*Triggering relation*

*Source: Send form*

*Target: Receive Help Request*

## **Realisation relation**

---

*Realisation relation*

*Source: Document Management System*

*Target: Printing Service*

## **Composition relation**

---

*Composition relation*

Source: CSR Connection

Target: Process Form

## Triggering relation

---

Triggering relation

Source: Receive Help Request

Target: Process Form

## Triggering relation

---

Triggering relation

Source: Process Form

Target: Notify Representative

## Realisation relation

---

Realisation relation

Source: Document Management System

Target: Bank Services

## Used By relation

---

Used By relation

Source: Legal Expense Back-Office System

Target: CRM System

## Used By relation

---

Used By relation

Source: Auto Insurance Application

Target: CRM System

## Used By relation

---

Used By relation

Source: Home & Away Policy Administration

Target: CRM System

## Composition relation

---

Composition relation

Source: CSR Connection

Target: Validate information

## Composition relation

---

Composition relation

Source: CSR Connection

Target: Send form



## Triggering relation

---

*Triggering relation*

*Source: Send form*

*Target: Receive Help Request*